

Users Guide

Wyse® PocketCloud™

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WYSE
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1

Introduction

Wyse® PocketCloud™ allows IT administrators and end users to securely access their computer and virtual desktops remotely through the convenience of their iPhone, iPod touch, iPad, or Android. For IT administrators that manage large numbers of computers, *PocketCloud* allows quick and easy access to an end-user machine from anywhere on the road. For remote users needing secure access to their computer, it is a simple and effective way of “taking” their computer with them in the palm of their hand.

PocketCloud accesses any physical or virtualized infrastructure that supports RDP or VNC protocols. In addition, *PocketCloud Pro* is VMware View 4.5 Certified for iPhone, iPod touch, and iPad, and supports a VMware View 4.5 connection broker in direct and tunneling modes. With Secure Sockets Layer (SSL) and RSA Two-Factor Authentication support, *PocketCloud* also provides the security you need when accessing your sensitive data.



Tip

PocketCloud Pro integrates seamlessly into an already-established VMware View host environment and does not require any special setup or software installed.

Included with *PocketCloud* is a Windows/Mac client-side companion application that enables more advanced capabilities such as Auto Discovery, Diagnostics, and Thin-Browser™ (an enhanced server-side browser capability, enabling full access to Web sites with Flash content).

Figure 1 Remote access example

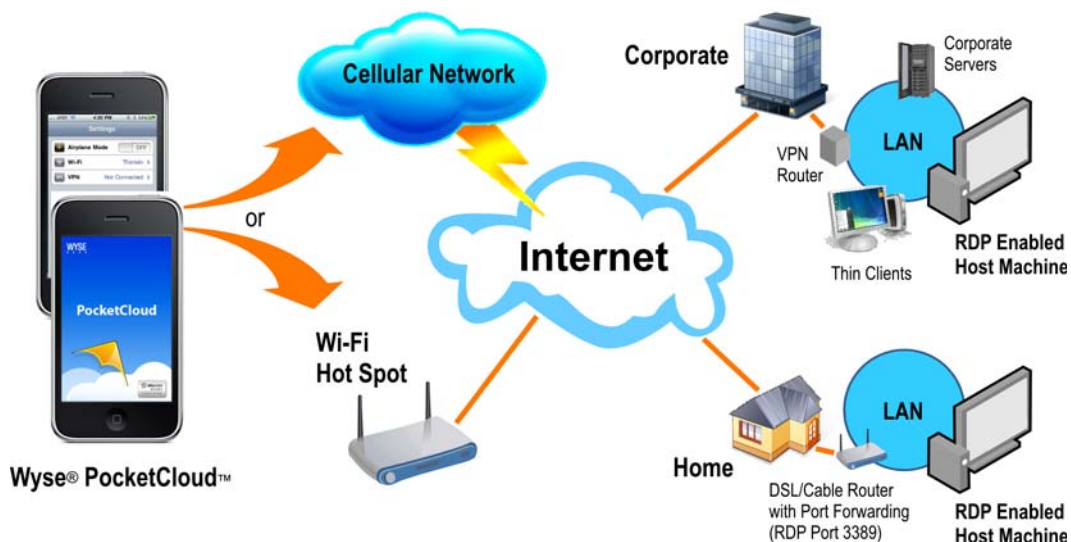
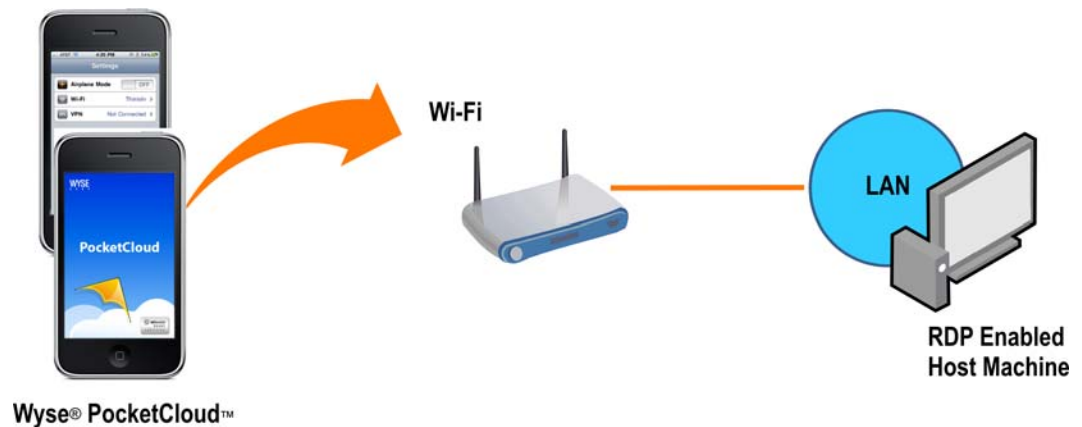


Figure 2 Local access example

About this Guide

This guide is intended for iPhone, iPhone 3G, iPhone 3GS, iPhone 4, iPod touch, iPad, iPad 3G, and Android users. It provides IT administrators and end users the necessary information and detailed procedures for using *PocketCloud* to quickly and easily access computer and virtual desktops remotely using an iPhone, iPod touch, iPad, or Android.

Finding the Information You Need in this Guide

You can use either the Search window or Find toolbar to locate a word, series of words, or partial word in an active PDF document. For detailed information on using these features, refer to the Help in your PDF reader.

Wyse Technical Support

Support for *PocketCloud* is only available through the Wyse Online Community.

Wyse maintains an online community where users of our products can seek and exchange information on user forums. Visit the Wyse Online Community forums at:

<http://pocketcloudsupport.wyse.com/home>.

2

Preparing: *Before* Installing and Using PocketCloud

Before installing and using PocketCloud, you need to:

- "Make Your Mobile Device Ready"
- "Make Your Host Machine Ready"



Tip

A host machine can be any desktop, laptop, virtual machine, and so on, that has the supported software installed and configured to support the connections you want from your mobile device.

Make Your Mobile Device Ready

Mac OS Users Need:

- OS 3.1 or later on iPhone, iPhone 3G, iPhone 3GS, iPhone 4, or iPod touch
- OS 3.2 or later on iPad or iPad 3G
- Supported connections include 3G, 4G and Wi-Fi

Android OS Users Need:

- Android OS 1.5 or later on Android devices
- Supported connections include 3G, 4G and Wi-Fi

Make Your Host Machine Ready

RDP Users Need:

- *Remote Desktop Connection* enabled on any of the following 32-bit or 64-bit Windows operating systems (see your Microsoft documentation):
 - Windows 2003 (*Standard* or *Enterprise*) with SP2 or later
 - Windows 2008 Enterprise
 - Windows XP (*Media Center* or *Professional*) with SP3 or later
 - Windows Vista (*Business* or *Enterprise* or *Ultimate*) with SP2 or later
 - Windows 7 (*Professional* or *Enterprise* or *Ultimate*)



Caution

Windows OS *Home* editions do not include Remote Desktop Connection support; use the VNC feature.

VMware View Users Need:

- VMware View 4.5 (**NOTE:** *PocketCloud Pro* is backward compatible with VMware View 3.1 or later)

VNC Users Need:

- Any of the following Windows operating systems installed:
 - Windows 2003 (*Standard* or *Enterprise*) with SP2 or later
 - Windows 2008 Enterprise
 - Windows XP (*Home* or *Media Center* or *Professional*) with SP3 or later
 - Windows Vista (*Home* or *Business* or *Enterprise* or *Ultimate*) with SP2 or later
 - Windows 7 (*Home* or *Professional* or *Enterprise* or *Ultimate*)
- Any Mac OS X v10.5 or later installed
- Any of the following VNC Server software installed:
 - TightVNC Server 2.0 or later
 - RealVNC Server Enterprise Edition 4.0 or later
 - UltraVNC Server 1.0.8 or later

**Caution**

Be sure to enable loopback connections on your VNC server (this option is turned off by default on TightVNC and UltraVNC - see your VNC server documentation).

**Tip**

PocketCloud supports 16 bits per pixel color depth.

PocketCloud WINDOWS Companion Software Users Need:

- Internet Explorer 7.0 or later
- .NET Framework 3.0 or later (if not installed, the *PocketCloud Windows Companion* software will attempt to download and install it automatically)
- Microsoft Primary Interoperability Assemblies 2005 or later (if not installed, the *PocketCloud Windows Companion* software will attempt to download and install it automatically)
- (*Optional*) Installing *Windows Search* can provide faster search results when using the *File Browser* feature (see "File Browser").

PocketCloud MAC Companion Software Users Need:

- Any Mac OS X v10.5 or later



3

How to Use PocketCloud with iOS Mobile Devices

Most iPhone, iPod touch, and iPad users need only:

- "Get Started: Use Auto Discovery and Connect in Minutes!"

If you need detailed information on something, you can use:

- "Reference Information: Advanced Installation and Connection Procedures"
- "Reference Information: Standard Features"
- "Reference Information: Advanced Features of PocketCloud Premium"



Tip

Use *Auto Discovery* and connect in minutes!

Using *Auto Discovery* on your host machines and mobile devices enables host machines to be automatically discovered by *PocketCloud* from your mobile devices.

Get Started: Use Auto Discovery and Connect in Minutes!

What you need:

- *PocketCloud Companion* software
- *Google Account* (you can also create one during the *PocketCloud Companion* installation)
- *PocketCloud Pro App* (or *PocketCloud App*)

Complete the following:

1. Download and install the *PocketCloud Companion* software on your host machine. Go to <http://www.wyse.com/serviceandsupport/support/downloads.asp>, select **Wyse PocketCloud** in the *Product Downloads Active* list, click **Search**, and then:
 - *For Windows*: Download the *PocketCloud Windows Companion* to a folder in the C: drive, and then double-click the .exe file to run the installation wizard.
 - *For Mac*: Download the *PocketCloud Mac Companion* software to your *Downloads* folder, click the .dmg file, and then double-click the .mpkg file to run the installation wizard.



Tip

For details on *PocketCloud Companion* software, see "How to Install, Use, and Uninstall PocketCloud Companion."

2. Use *Auto Discovery* to set up your host machine:
 - *For Windows*: Right-click the *PocketCloud Windows Companion* icon in the system tray of the taskbar, select **Auto Discovery Settings**, and then follow the prompts.
 - *For Mac*: Click the *PocketCloud Mac Companion* icon in the menu bar, select **Auto Discovery Settings**, and then follow the prompts.
3. Download and install *PocketCloud Pro* (or *PocketCloud App*) on your mobile device.
4. Tap the *Wyse* icon to launch *PocketCloud Pro* (or *PocketCloud App*), tap **Quick Start**, and then follow the *Auto Discovery Setup* prompts to set up your mobile device.
5. Your mobile device will now discover your host machine and will display the connection icon on the *My Computers* screen for your use (tap *My Computers*, and then tap the *Nickname* of the connection to connect to and use your host machine).



Tip

Now is a good time to check out *PocketCloud Premium* (30 days of free evaluation), see "Evaluating and Purchasing PocketCloud Premium."



Tip

Need more details or want to connect manually? See "Reference Information: Advanced Installation and Connection Procedures."

Reference Information: Advanced Installation and Connection Procedures

Refer to the following sections for detailed installation and connection procedures. Note that figures are examples and may vary with device and software versions.

Installing PocketCloud

You can purchase, download, and install the *PocketCloud Pro* application (or download and install *PocketCloud*) from the Apple App Store using your:

- iPhone, iPod touch, or iPad (see "Installing - Directly to Your iPhone, iPod touch, or iPad").
- *iTunes* application on your computer with iPhone, iPod touch, or iPad connected (see "Installing - Using a Computer Connected to Your Device").



Tip

To purchase the *PocketCloud Pro* application from the Apple App Store you must have an *iTunes Store* account (for help with downloading applications and troubleshooting, refer to your device documentation).

Installing - Directly to Your iPhone, iPod touch, or iPad

1. On your iPhone, iPod touch, or iPad, tap **App Store**.
2. Search the App Store for *Wyse PocketCloud Pro*, tap **Wyse PocketCloud Pro**, and then tap **BUY NOW**.
3. Confirm your *iTunes* password. Once your purchase is approved, you will have *PocketCloud Pro* installed on your iPhone, iPod touch, or iPad.



Tip

After installing *PocketCloud Pro*, you can evaluate and purchase the premium service for advanced features (see "Evaluating and Purchasing PocketCloud Premium").

Installing - Using a Computer Connected to Your Device

1. On your computer, open *iTunes* and search the *iTunes Store* for *Wyse PocketCloud Pro*.
2. Click **BUY APP**. Once your purchase is approved, synchronize your iPhone, iPod touch, or iPad with your computer and you will have *PocketCloud Pro* installed on your iPhone, iPod touch, or iPad.



Tip

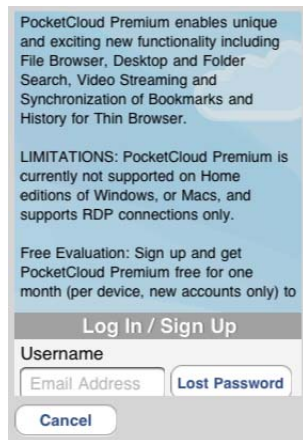
After installing the *PocketCloud Pro* application, you can evaluate and purchase the premium service for advanced features (see "Evaluating and Purchasing PocketCloud Premium").

Evaluating and Purchasing PocketCloud Premium

PocketCloud Premium enables advanced features on all RDP and VMware View connections *only* as described in "Reference Information: Advanced Features of PocketCloud Premium" (not currently supported on VNC connections, Windows OS *Home* editions, or Mac OS).

1. On your iPhone, iPod touch, or iPad, tap **Wyse PocketCloud > Settings** to open the *PocketCloud Settings* screen.
2. Tap **Go Premium** to open the *Log In/Sign Up* screen.

Figure 3 PocketCloud Settings - Go Premium



3. Create your *PocketCloud Premium Account* by following the prompts. You now have 30 days of free evaluation.
4. To purchase *PocketCloud Premium* within 30 days, tap **Wyse PocketCloud > Settings** to open the *PocketCloud Settings* screen, tap **Extend**, enter your *PocketCloud Premium Account Username* and *Password* (that you created in the previous step for evaluation), and then purchase the service option you want.

Connecting PocketCloud to Your Host Machine

Depending on the host machine and connection you want, use the procedures in the following sections:

- "Auto Discovery (Supported on Windows PC - RDP or VNC Only)"
- "Auto Discovery (Supported Mac - VNC Only)"
- "Remote Desktop Connections (Supported on Windows PC - RDP Only)"
- "VMware View (Virtual Machine Only)"
- "VNC (Supported on Windows PC or Mac Only)"

Auto Discovery (Supported on Windows PC - RDP or VNC Only)



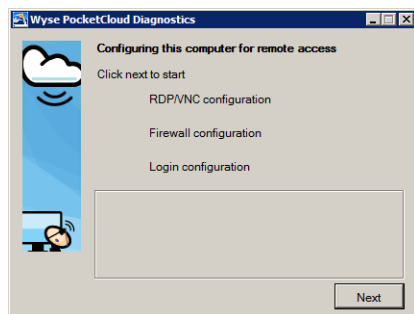
Caution

If you will be using VNC connectivity with *Auto Discovery*, be sure you have installed a supported VNC server on the host machine (see "Make Your Host Machine Ready") and that your VNC server accepts loopback connections (this option is turned off by default on TightVNC and UltraVNC).

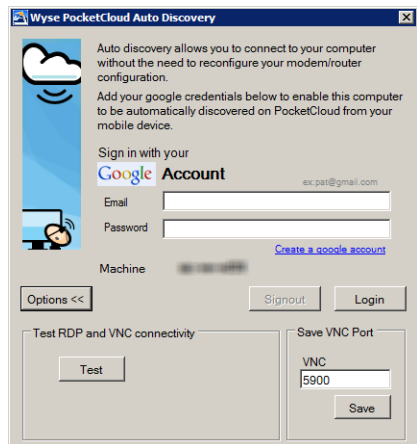
Auto Discovery allows you to connect to your host machine without the need to configure your modem/router.

1. Install *PocketCloud Windows Companion* software on the host machine as described in "Installing PocketCloud Companion."
2. Right-click the *PocketCloud Windows Companion* icon (in the system tray of a Windows taskbar) and select **Diagnostic** to open the **Wyse PocketCloud Diagnostics** dialog box.

Figure 4 Diagnostics - Windows Host Machine



3. Click **Next** to automatically test if the host machine is ready for remote access (including *RDP/VNC*). In addition, *Firewall* and *Login* configurations are diagnosed to be sure that they are configured properly (for example: if the *Firewall configuration* fails on Windows 7, use the firewall information provided in "Enabling Remote Desktop (Windows 7 Example)" to configure the Firewall properly; if the *Login configuration* fails, be sure you are a user with a password that is allowed to connect to the host machine—you exist in the *Remote Desktop Users* list—as described in "Enabling Remote Desktop (Windows XP Professional Example)" and "Enabling Remote Desktop (Windows 7 Example)").
4. After the host machine is ready for remote access, right-click the *PocketCloud Windows Companion* icon and select **Auto Discovery Settings** to open the **Wyse PocketCloud Auto Discovery** dialog box.

Figure 5 Auto Discovery - Windows Host Machine

5. Enter your *Google Email* address and *Password*, and then click **Login**. You have now enabled the host machine to be automatically discovered by *PocketCloud* from your mobile device.

**Tip**

You can use the expanded options to test the RDP and VNC connectivity (click **Test**) and to edit the VNC port to use (if different from the VNC default **5900** - be sure to use the VNC port number you selected when installing the VNC server on your host machine).

6. Using your iPhone, iPod touch, or iPad, tap the *Wyse* icon to launch *PocketCloud*.
7. On your initial use, *PocketCloud* allows you to use *Auto Discovery*. Tap **Quick Start** and follow the prompts (be sure to use the same *Google Email* address and *Password* you entered on the host machine to which you want to connect). Your mobile device will now discover your host machine and will display the connection icon on the *My Computers* screen for your use (tap the *Nickname* of the connection to connect to and use your host machine).

**Tip**

If you have different *Google* accounts (*Email* address and *Password*) on different host machines, be sure to use the same *Google Email* address and *Password* you entered on the host machine to which you want to connect.

**Tip**

If you have the same *Google* accounts (*Email* address and *Password*) on additional host machines, your mobile device will automatically display the additional host machines on the *My Computers* screen for your use.

**Tip**

You can use the Apple VGA adapter to attach an external monitor to your iPhone 4 or iPad for use.

Auto Discovery (Supported Mac - VNC Only)

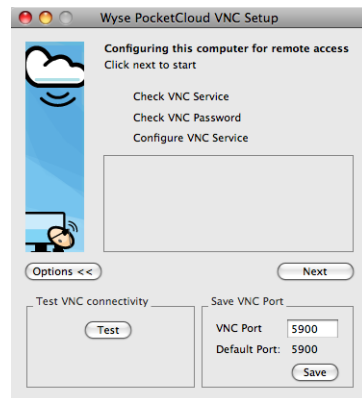
⚠ Caution

Since you will be using VNC connectivity with *Auto Discovery*, be sure that the **Remote Management** check box is enabled (selected) in the *Sharing* dialog box (**System Preferences > Sharing**) on the host machine. While using the *Sharing* dialog box, you can also select the access option you want (either **All users** or **Only these users**) to allow access to your host machine (for details, see your Mac documentation).

Auto Discovery allows you to connect to your host machine without the need to configure your modem/router.

1. Install *PocketCloud Mac Companion* software on the host machine as described in "Installing PocketCloud Companion."
2. Right-click the *PocketCloud Mac Companion* icon (in the menu bar of a Mac) and select **Remote Access (VNC) Setup** to open the **Wyse PocketCloud VNC Setup** dialog box.

Figure 6 VNC Setup - Mac Host Machine



3. Click **Next** to test if the host machine is ready for remote access (including *VNC Service*). In addition, *VNC Service* and *VNC Password* configurations are diagnosed to be sure that they are configured properly (for example: if the *VNC Service configuration* fails, be sure that the **Remote Management** check box is enabled (selected) in the *Sharing* dialog box (**System Preferences > Sharing**) on the host machine; if the *VNC Password* does not exist, you will be prompted to enter a password that you will use to connect to the host machine from your mobile device.

✓ Tip

You can use the expanded options to test VNC connectivity (click **Test**) and to edit the VNC port to use (if different from the VNC default **5900**, use the VNC port number in etc/services; see your Mac documentation).

4. After the host machine is ready for remote access, right-click the *PocketCloud Mac Companion* icon and select **Auto Discovery Settings** to open the **Wyse PocketCloud Auto Discovery** dialog box.

Figure 7 Auto Discovery - Mac Host Machine

5. Enter your *Google Email* address and *Password* (you can also select or clear the **Disable computer sleep** check box) and click **Login**. You have now enabled the host machine to be automatically discovered by *PocketCloud* from your mobile device.
6. Using your iPhone, iPod touch, or iPad, tap the *Wyse* icon to launch *PocketCloud*.
7. On your initial use, *PocketCloud* allows you to use *Auto Discovery*. Tap **Quick Start** and follow the prompts (be sure to use the same *Google Email* address and *Password* you entered on the host machine to which you want to connect). Your mobile device will now discover your host machine and will display the connection icon on the *My Computers* screen for your use (tap the *Nickname* of the connection to connect to and use your host machine).

**Tip**

If you have different *Google* accounts (*Email* address and *Password*) on different host machines, be sure to use the same *Google Email* address and *Password* you entered on the host machine to which you want to connect.

**Tip**

If you have the same *Google* accounts (*Email* address and *Password*) on additional host machines, your mobile device will automatically display the additional host machines on the *My Computers* screen for your use.

**Tip**

You can use the Apple VGA adapter to attach an external monitor to your iPhone 4 or iPad for use.

Remote Desktop Connections (Supported on Windows PC - RDP Only)

⚠ Caution

Be sure your host machine has *Remote Desktop* enabled as described in "Enabling Remote Desktop in Windows" (Remote Desktop is disabled by default in Windows 7).

✓ Tip

(*Remote Connections Only*) If you will be using the 3G/4G network capabilities of your iPhone or iPad, or connecting *remotely* through Wi-Fi (see Figure 1), be sure to enable *Port Forwarding* on your network router as described in "Enabling Port Forwarding on Your Network Router."

⚠ Caution

If you must use a Virtual Private Network (VPN) to access your host machine, you must make that VPN connection *before* connecting *PocketCloud* to your host machine. For information on using VPN, see "Using VPN with PocketCloud."

1. Using your iPhone, iPod touch, or iPad, tap the *Wyse* icon to launch *PocketCloud*.
2. On your initial use, *PocketCloud* allows you to skip *Auto Discovery* so you can create your connections manually (tap **Advanced Users** and follow the prompts).
3. Tap the **+** button to open the manual connection menu, and then tap **Remote Desktop (RDP)** to open the *Connection Setting* screen.

Figure 8 Connection Settings - Remote Desktop Connection



4. Use the following guidelines to create a new connection:
 - Tap **Nickname** and enter the nickname (for example, *My Home PC*).
 - Tap **Host** and enter the host name. This can be either the *IP Address* or *Fully Qualified Domain Name (FQDN)* of the PC. For a remote connection to your home PC (see *DSL/Cable Router* in Figure 1), use the *External IP Address* of your router (see "Enabling Port Forwarding on Your Network Router").
 - Tap **Username** and enter the username required for the connection.

- Tap **Password** and enter the password required for the connection (it is *not* mandatory to enter the password to save the connection; you can leave this blank; if left blank, you will be prompted for the password by Windows logon later).
 - Tap **Domain** and enter the domain name of the host machine required for the connection (usually only for corporate network environments that use Active Directory and require a domain name). It is *not* mandatory to enter the domain to save the connection; you can leave this blank; if left blank, you will be prompted for the password by Windows logon later.
 - Tap **Resolution** and enter the resolution to use on the host machine (recommended resolution is **800 x 1148** for iPhone or iPod touch; **768 x 1024** for iPad Portrait; **1024 x 768** for iPad Landscape). Note the maximum resolution is 2048 x 2048
 - Tap **Keyboard Layout** and select the supported language you want.
 - Tap **Port** to edit the port to use (if different from the Microsoft RDP default **3389** - be sure to use the port number you have set up in your host environment - for example, the port number set in your home router as described in "Enabling Port Forwarding on Your Network Router").
 - Turn **Console Mode** *ON* if you want to have your connection use the Windows desktop in native console mode (requires special administrator rights and is useful for drivers and applications that require it to function properly).
 - Turn **NLA switch** *ON* if Network Level Authentication (NLA) is enabled on the host machine (the host machine requires NLA user authentication before you establish a full Remote Desktop connection and the logon screen appears).
 - Tap **RD Gateway** and enter the IP address or URL of the Remote Desktop Gateway of the server host machine (only used when connecting to a Windows server).
 - Tap the **Save** button to save the new connection to the list of available connections on the *My Computers* screen.
5. On the *My Computers* screen, tap the *Nickname* of the connection to connect to and use your PC.

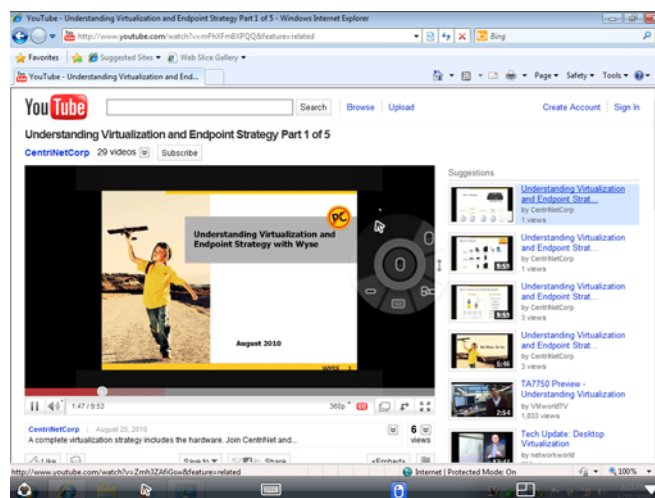


Tip

You can use the Apple VGA adapter to attach an external monitor to your iPhone 4 or iPad for use.

To disconnect from a connection, tap the *Workspace Switch* icon and tap **Disconnect**.

Figure 9 Using the PC desktop



VMware View (Virtual Machine Only)

VMware View is supported on *PocketCloud Pro* only (not *PocketCloud*).



Caution

It is assumed that your virtual machine is accessible. Be sure your host machine has *Remote Desktop* enabled as described in "Enabling Remote Desktop in Windows."



Tip

(*Remote Connections Only*) If you will be using the 3G/4G network capabilities of your iPhone or iPad, or connecting *remotely* through Wi-Fi (see Figure 1), be sure to enable *Port Forwarding* on your network router as described in "Enabling Port Forwarding on Your Network Router."



Caution

If you must use a Virtual Private Network (VPN) to access your host machine, you must make that VPN connection *before* connecting *PocketCloud Pro* to your host machine. For information on using VPN, see "Using VPN with PocketCloud."



Caution

PocketCloud Pro is VMware View 4.5 Certified for iPhone, iPod touch, and iPad with support for direct connections and advanced tunneling, SSL encryption, and support for RSA Two-Factor Authentication. To use *PocketCloud Pro* to connect to your virtual machine, ensure that the VMware View Server in your environment is compatible with VMware View 4.5. For VMware View information and support, visit <http://www.vmware.com>.

1. Using your iPhone, iPod touch, or iPad, tap the *Wyse* icon to launch *PocketCloud Pro*.
2. On your initial use, *PocketCloud Pro* allows you to skip *Auto Discovery* so you can create your connections manually (tap **Advanced Users** and follow the prompts).
3. Tap the **+** button to open the manual connection menu, and then tap **VMware View** to open the *Connection Settings* screen.

Figure 10 Connection Settings - VMware View

The screenshot shows the 'New Computer' configuration screen for VMware View. It is divided into 'Connection Settings' and 'Advanced Settings' sections. The 'Connection Settings' section includes fields for Nickname, View Server, Username, Password, VMware Domain, VMware Desktop, Resolution (set to Automatic), and Keyboard Layout (set to English (United States)). The 'Advanced Settings' section includes a toggle for SSL Connection (set to ON) and a Port field (set to 443). A note at the bottom states 'Items marked with * are required.'

4. Use the following guidelines to create a new connection:
 - Tap **Nickname** and enter the nickname (for example, *My Virtual Machine*).
 - Tap **View Server** and enter the *VMware View Server* location (either a URL or an IP Address). This can be either the *IP Address* or *Fully Qualified Domain Name* (FQDN) of the connection server.
 - Tap **Username** and enter the username required for the VMware View Server connection.
 - Tap **Password** and enter the password required for the VMware View Server connection (to make the connection, you *must* enter the password, but it is *not* mandatory to enter the password to save the connection).
 - Tap **VMware Domain** and select the *required* domain from the list of domains. If RSA authentication is enabled on the VMware View Server, you must enter the *Passcode* to view the list.
 - Tap **VMware Desktop** and select the *required* desktop from the list of desktops in the domain. If RSA authentication is enabled on the VMware View Server, you must enter the *Passcode* to view the list.
 - Tap **Resolution** and enter the resolution to use on the host machine (recommended resolution is **800 x 1148** for iPhone or iPod touch; **768 x 1024** for iPad Portrait; **1024 x 768** for iPad Landscape).
 - Tap **Keyboard Layout** and select the supported language you want.
 - If you are using SSL, ensure that the *SSL* switch is *ON* (if your VMware View Server is set up to enforce SSL tunneling, then *PocketCloud Pro* will automatically change its method of connectivity and enable tunneling on the iPhone, iPod touch, or iPad).
 - Tap **Port** to edit the port to use (if different from the Microsoft RDP default **3389** - be sure to use the port number you have set up in your connection server environment).
 - Tap the **Save** button to save the new connection to the list of available connections on the *My Computers* screen.
5. On the *My Computers* screen, tap the *Nickname* of the connection to connect to and use your connection broker (for your virtual machine).

**Tip**

You can use the Apple VGA adapter to attach an external monitor to your iPhone 4 or iPad for use.

To disconnect from a connection, tap the *Workspace Switch* icon and tap **Disconnect**.

VNC (Supported on Windows PC or Mac Only)

⚠ Caution

For Windows: To use VNC connectivity, be sure you have installed a supported VNC server on the host machine (see "Make Your Host Machine Ready").

For Mac: To use VNC connectivity, be sure that the **Remote Management** check box is enabled (selected) in the *Sharing* dialog box (**System Preferences > Sharing**) on the host machine and that you have set a password for this access (in the *Sharing* dialog box, click **Computer Settings**, enable/select the **VNC viewers may control screen with password** check box, enter a password, and then click **OK**). While using the *Sharing* dialog box, you can also select the access option you want (either **All users** or **Only these users**) to allow access to your host machine (for details, see your Mac documentation).

✔ Tip

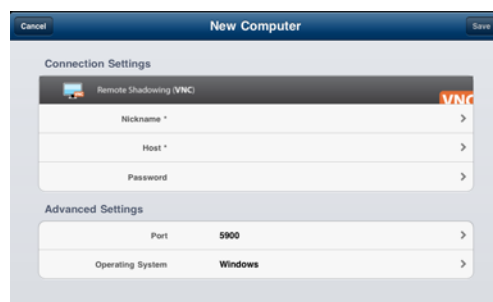
(Remote Connections Only) If you will be using the 3G/4G network capabilities of your iPhone or iPad, or connecting *remotely* through Wi-Fi (see Figure 1), be sure to enable *Port Forwarding* on your network router as described in "Enabling Port Forwarding on Your Network Router."

⚠ Caution

If you must use a Virtual Private Network (VPN) to access your host machine, you must make that VPN connection *before* connecting *PocketCloud* to your host machine. For information on using VPN, see "Using VPN with PocketCloud."

1. Using your iPhone, iPod touch, or iPad, tap the *Wyse* icon to launch *PocketCloud*.
2. On your initial use, *PocketCloud* allows you to skip *Auto Discovery* so you can create your connections manually (tap **Advanced Users** and follow the prompts).
3. Tap the **+** button to open the manual connection menu, and then tap **Remote Shadowing (VNC)** to open the *Connection Settings* screen.

Figure 11 Connection Settings - Remote Shadowing (VNC)



4. Use the following guidelines to create a new connection:
 - Tap **Nickname** and enter the nickname (for example, *My Home Computer*).
 - Tap **Host** and enter the host name. This can be either the *IP Address* or *Fully Qualified Domain Name* (FQDN) of the PC or Mac. For a remote connection to your home PC or Mac (see *DSL/Cable Router* in Figure 1), use the *External IP Address* of your router (see "Enabling Port Forwarding on Your Network Router").
 - Tap **Password** and enter the password required for the VNC connection (it is *not* mandatory to enter the password to save the connection; you can leave this blank; if left blank, you will be prompted for the password during logon later).
 - Tap **Port** to edit the port to use (if different from VNC default **5900** - *For Windows*: Use the number you selected when installing the VNC server on your host machine; *For Mac*: Use the VNC port number in etc/services; see your Mac documentation).
 - Tap **Operating System** and select the operating system of the host machine (*Windows* or *Mac*).
 - Tap the **Save** button to save the new connection to the list of available connections on the *My Computers* screen.
5. On the *My Computers* screen, tap the *Nickname* of the connection to connect to and use your computer.

**Tip**

You can use the Apple VGA adapter to attach an external monitor to your iPhone 4 or iPad for use.

Reference Information: Standard Features

This section includes:

- "Managing Your Connections"
- "Using Gestures"
- "Using the PocketCloud Toolbar"
- "Using the PocketCloud Touch Pointer"
- "Using the PocketCloud Keyboard"
- "Configuring PocketCloud Settings"

Note that figures are examples and may vary with device and software versions.

Managing Your Connections

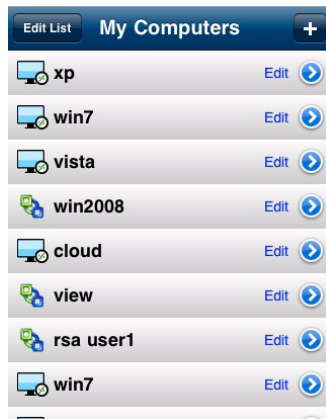
In addition to adding connections (as described in "Connecting PocketCloud to Your Host Machine") you can also edit and delete connections.

Editing Connections

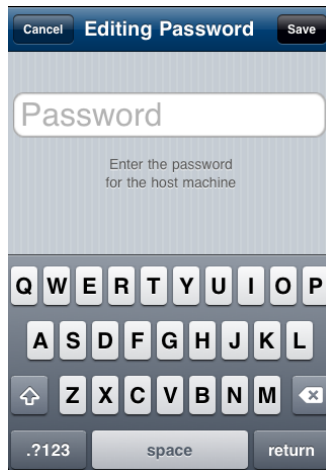
You can edit the settings of your connections (for example, your password) by using the following guidelines:

1. Using your iPhone, iPod touch, or iPad, tap the *Wyse* icon to launch *PocketCloud*. After the program is loaded, the *My Computers* screen appears showing your list of available connections.

Figure 12 My Computers - list of connections



2. Tap **Edit** to the right of the connection you want to edit to open the *Connection Settings* screen for the connection.
3. Tap the arrow icon to the right of the connection setting you want to edit (for example, *Password*) to open the screen allowing you to edit the setting.

Figure 13 Editing Password

4. Enter your modifications and then tap the **Save** button.

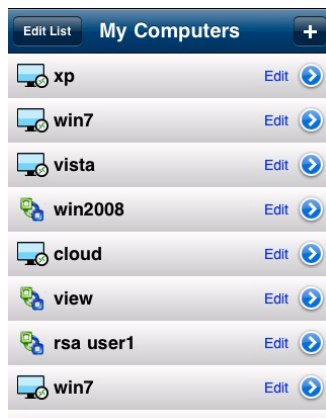
**Tip**

You can continue to make modifications to other settings for the connection by repeating these procedures.

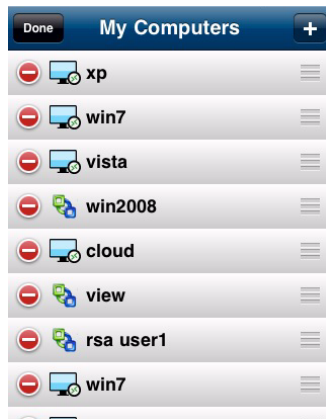
Deleting Connections

You can delete your connections by using the following guidelines:

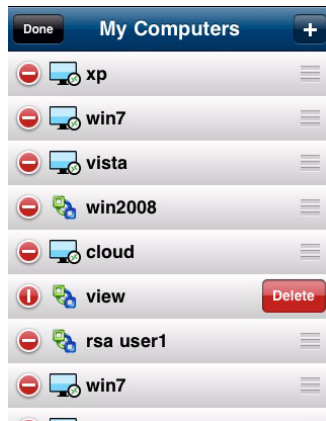
1. Using your iPhone, iPod touch, or iPad, tap the *Wyse* icon to launch *PocketCloud*. After the program is loaded, the *My Computers* screen appears showing your list of available connections.

Figure 14 My Computers - list of connections

2. Tap the **Edit List** button to open the *My Computers* screen showing your list of connections available to delete.

Figure 15 My Computers - list of connections available to delete

3. Tap the delete icon to the left of the connection you want to delete to activate the **Delete** button for the connection.

Figure 16 Delete activated

4. Tap the **Delete** button and confirm.
5. After deleting is complete, tap the **Done** button.

Using Gestures

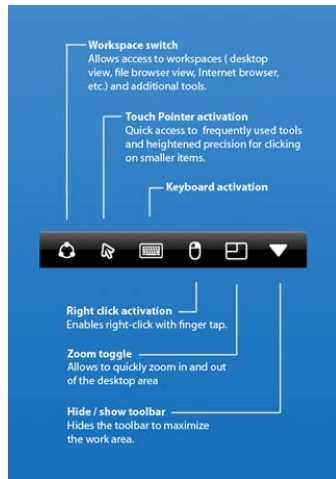
PocketCloud supports the following gestures:

- **Scrolling:** Two-finger pan on the screen allows you to pan a scrollable element.
- **Mouse Pointer On/Off:** Two finger tap displays or hides the PocketCloud Touch Pointer (see "Using the PocketCloud Touch Pointer").
- **Keyboard On/Off:** Three finger tap displays or hides the PocketCloud Keyboard (see "Using the PocketCloud Keyboard").

Using the PocketCloud Toolbar

Tapping **Wyse PocketCloud > Help > Toolbar Legends** opens the *Toolbar Legends* screen displaying how to use the *PocketCloud Toolbar* icons.

Figure 17 PocketCloud Toolbar Legends



The *PocketCloud Toolbar* allows you to:

- Display the *Workspace Switch* menu (including *Thin Browser*, *File Browser*, *Desktop Snapshot*, *Help*, and *Disconnect* options).
- Launch the *PocketCloud Touch Pointer* to access the precision pointer and tools available (see "Using the PocketCloud Touch Pointer").
- Launch the *Keyboard* (see "Using the PocketCloud Keyboard").
- Activate *Right-click*, so that a finger tap is a right-click.
- *Zoom* in and out of the desktop.
- *Hide/Show* the *PocketCloud Toolbar* on the bottom of the screen.

Using the PocketCloud Touch Pointer

Tapping **Wyse PocketCloud > Help > Touch Pointer Tips** opens the *Touch Pointer Tips* screen displaying how to use the *PocketCloud Touch Pointer* and the tools available.



Tip

PocketCloud Touch Pointer provides extreme precision when navigating (within your desktop and applications) and frequently used tools on an easily accessible pallet.

Figure 18 PocketCloud Touch Pointer Tips



Use the following guidelines:

- Touch anywhere on *PocketCloud Touch Pointer* and slide your finger to move the precision arrow around for use (you can also “hover” the precision arrow over areas of the GUI to utilize features such as balloon help).
- Tap on the center of *PocketCloud Touch Pointer* to left-click on an item (*tap and continue pressing down* until the center turns blue and the arrow turns white to drag or select multiple items).
- Tap on the + sign of *PocketCloud Touch Pointer* to display the tools available for use:
 - Tap the *Right-Click* icon to right-click on an item.
 - *Tap and continue pressing down* the *Vertical Scroll* icon *while continuing to scroll up and down* to use the vertical scroll feature (allowing you to “finger scroll” *within* an active window or application without using scroll bars).
 - Tap the *Key-Combo menu* icon to access the *CTRL+* and *ALT+* key combinations available (for copying, cutting, pasting, undoing, and so on).
 - Tap the *Keyboard* icon to launch the *PocketCloud Keyboard*.
- Tap on the - sign of *PocketCloud Touch Pointer* to hide the tools.

Using the PocketCloud Keyboard

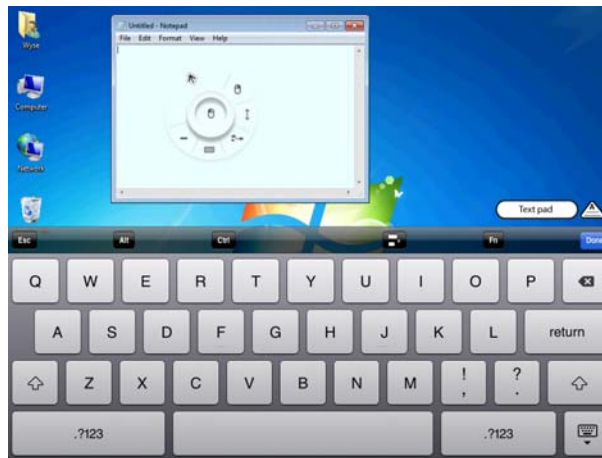
Tapping the *Keyboard* icon on the *PocketCloud Toolbar* launches the *PocketCloud Keyboard*.



Tip

If you have installed *PocketCloud Companion* software on your host machine (see "Installing PocketCloud Companion"), you can use the automatic keyboard activation feature. When a text field is tapped in an application you are using, *PocketCloud Companion* notifies *PocketCloud* to display the *PocketCloud Keyboard*. Be sure that the *Keyboard Auto-active* feature is turned on (see "Configuring PocketCloud Settings").

Figure 19 PocketCloud Keyboard



Once active, you can use the *PocketCloud Keyboard* as you would normally (including the *Esc*, *Alt*, *Ctrl*, *Key-Combo menu*, *Fn*, *Done*, *Text pad*, and other standard keyboard buttons available).



Tip

Alt and **Ctrl** will remain on (active) when tapped to allow you to enter key combinations and shortcuts. To turn an active button off, simply tap again.

To switch the keyboard display:

- Tap the number button (**.?123**) to display numbers.
- Tap the letter button (**ABC**) to display letters.
- Tap the punctuation button (**#+=**) in the numbers screen to display punctuation symbols.
- Tap the *Key-Combo menu* icon (to the right of *Ctrl*) to display the *CTRL+* and *ALT+* key combinations available (for copying, cutting, pasting, undoing, and so on).
- Tap the function key (**Fn**) to display the function keys (to return to letter display, tap **Fn** again).



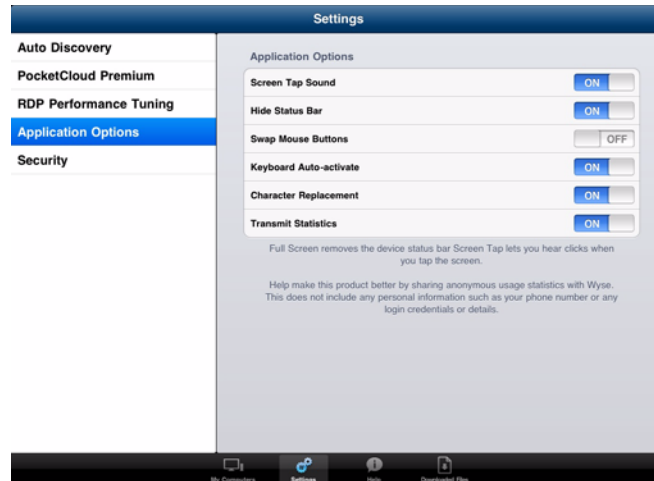
Tip

Tap **Text pad** to open a convenient text document you can use.

Configuring PocketCloud Settings

Tapping **Wyse PocketCloud > Settings** opens the *PocketCloud Settings* screen displaying the PocketCloud settings you can configure.

Figure 20 PocketCloud Settings - Application Options example



Use the following guidelines:

- **Auto Discovery** - Set up your Gmail login to use *Auto Discovery* (tap **Auto Discovery**, tap **Sign In**, and then use your *Google Email* address and *Password* to automatically discover your host machine - see "Auto Discovery (Supported on Windows PC - RDP or VNC Only)" and "Auto Discovery (Supported Mac - VNC Only)").
- **PocketCloud Premium** - Extend your PocketCloud Premium expiration date easily by tapping **PocketCloud Premium**, tapping **Extend**, and then entering your *PocketCloud Premium Account Username* and *Password*, and then purchasing the service option you want. If you do not yet have an active subscription, use the *Go Premium* button to purchase the service option you want.
- **RDP Performance Tuning** - Tap **RDP Performance Tuning** and then:
 - Use the slider to select the **Sound** quality of either *Off*, *Edge Bandwidth*, *3G Bandwidth*, *Wi-Fi Bandwidth*, *Automatically Adjust Quality*, or *On Remote Machine* (while *Edge Bandwidth* provides lower sound quality, it offers less sound pauses; *3G Bandwidth* provides better quality, but requires more bandwidth; *Wi-Fi Bandwidth* provides the best sound quality, but requires a larger "Wi-Fi like" bandwidth; *Automatically Adjust Quality* is recommended as the system will recognize the type of internet connection being used and select the optimal bandwidth automatically).



Caution

Be sure sound is enabled on your host machine (for example, *Mute* is *not* selected). If you experience trouble with sound during a connection, be sure that the sound driver is enabled on your host machine (see your documentation; for example, on a Windows XP Professional connection, use *PocketCloud Touch Pointer* to navigate to **Control Panel > Sounds and Audio Devices** and be sure that the *Default Device* selection on the *Audio* tab is the RDP Sound driver). If you continue to have trouble with sound during a connection, you can try rebooting the host machine.

- Turn **Wallpaper** *ON* or *OFF* (*ON* allows the desktop wallpaper of the host machine to appear during your remote session).

- Turn **Window Dragging** *ON* or *OFF* (*ON* allows the contents of a host machine window to show while dragging the window during your remote session).
- Turn **Menu Animation** *ON* or *OFF* (*ON* allows host machine menu animation special effects settings such as menu unfolding, menu sliding, and so on, to be used during your remote session).
- Turn **Themes** *ON* or *OFF* (*ON* allows host machine Desktop Themes to appear during your remote session).
- Turn **High Quality Fonts** *ON* or *OFF* (*ON* allows you to display host machine high quality fonts for better viewing quality during your remote session).
- **Application Options** - Tap **Application Options** and then:
 - Turn **Screen Tap Sound** *ON* or *OFF* (*ON* allows you to hear screen taps).
 - Turn **Hide Status Bar** *ON* or *OFF* (*ON* hides the device status bar during full screen).
 - Turn **Swap Mouse Buttons** *ON* or *OFF* (*ON* swaps the default left and right mouse buttons of the *PocketCloud Touch Pointer*).
 - Turn **Keyboard Auto-activate** *ON* or *OFF* (if you have installed *PocketCloud Companion* software on your host machine and **Keyboard Auto-activate** is *ON*, *PocketCloud Companion* notifies *PocketCloud* to display the virtual keyboard when a text field is tapped in an application you are using).
 - Turn **Character Replacement** *ON* or *OFF* (*ON* allows the replacement of existing text as you enter characters using the keyboard rather than inserting the characters).
 - Turn **Transmit Statistics** *ON* or *OFF* (sharing anonymous usage statistics helps Wyse build *PocketCloud* the way you use it).
- **Security** - Tap **Security** and then:
 - Turn **Accept All Certificates** *ON* or *OFF* (by default self-signed and invalid certificates are not accepted; to accept them, turn **Accept All Certificates** *ON*). **WARNING:** Accepting all certificates may void the security of all connections.
 - **Erase All Connections** by tapping **Remove** and then confirming by tapping **OK** (this security feature erases all of your connection configurations). **WARNING:** This will permanently erase all saved connections. To restore a connection you must create the connection as described in "Connecting *PocketCloud* to Your Host Machine."
 - Set the **Passcode Lock** (*Settings* allows you to set a passcode for *PocketCloud* use and to automatically require the passcode after an interval of inactivity you select).

Reference Information: Advanced Features of PocketCloud Premium

In addition to the standard *PocketCloud Pro* features, *PocketCloud Premium* also provides the following advanced features on all RDP and VMware View connections (not currently supported on VNC connections, Windows OS *Home* editions, or Mac OS):

- "Video Streaming"
- "File Browser"
- "History and Bookmarks on the PocketCloud Thin Browser"

Video Streaming

The Video Streaming feature allows you to stream video to your device from your host machine over Wi-Fi, 3G, or 4G connections. Video Streaming is enabled by using the *File Browser* to select the media file you want (see "File Browser").

File Browser

The File Browser feature provides quick access to applications, files, and active windows on your host machine.

After connecting to your desktop, tap the *Workspace Switch* icon, and then tap **File Browser** to open and use the file browser screen for the host machine (tap the folders and files to find what you want).

Use the following guidelines:

- **Files** - Tap the *Files* icon to search for files.
- **Programs** - Tap the *Programs* icon to search for applications.
- **Active** - Tap the *Active* icon to search for active applications.
- **Search** - Tap the *Search* icon to search for files, documents, media and so on.

History and Bookmarks on the PocketCloud Thin Browser

The History and Bookmarks feature allows you to access and use the Windows Internet Explorer history and bookmark options that are stored on the host machine. After connecting to your desktop, tap the *Workspace Switch* icon, and then tap **Thin Browser** to open and use the PocketCloud Thin Browser.

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4

How to Use PocketCloud with Android Mobile Devices

Most Android users need only:

- "Get Started: Use Auto Discovery and Connect in Minutes!"

If you need detailed information on something, you can use:

- "Reference Information: Advanced Installation and Connection Procedures"
- "Reference Information: Standard Features"



Tip

Use *Auto Discovery* and connect in minutes!

Using *Auto Discovery* on your host machines and mobile devices enables host machines to be automatically discovered by *PocketCloud* from your mobile devices.

Get Started: Use Auto Discovery and Connect in Minutes!

What you need:

- *PocketCloud Companion* software
- *Google Account* (you can also create one during the *PocketCloud Companion* installation)
- *PocketCloud Pro App* (or *PocketCloud*)

Complete the following:

1. Download and install the *PocketCloud Companion* software on your host machine. Go to <http://www.wyse.com/serviceandsupport/support/downloads.asp>, select **Wyse PocketCloud** in the *Product Downloads Active* list, click **Search**, and then:
 - *For Windows*: Download the *PocketCloud Windows Companion* to a folder in the C: drive, and then double-click the *.exe* file to run the installation wizard.
 - *For Mac*: Download the *PocketCloud Mac Companion* software to your *Downloads* folder, click the *.dmg* file, and then double-click the *.mpkg* file to run the installation wizard.



Tip

For details on *PocketCloud Companion* software, see "How to Install, Use, and Uninstall PocketCloud Companion."

2. Use *Auto Discovery* to set up your host machine:
 - *For Windows*: Right-click the *PocketCloud Companion* icon in the system tray of the taskbar, select **Auto Discovery Settings**, and then follow the prompts.
 - *For Mac*: Click the *PocketCloud Companion* icon in the menu bar, select **Auto Discovery Settings**, and then follow the prompts.
3. Download and install *PocketCloud Pro* (or *PocketCloud*) on your mobile device.
4. Tap the *Wyse* icon to launch *PocketCloud Pro* (or *PocketCloud*), tap **New User**, and then follow the *Auto Discovery Setup* prompts to set up your mobile device.
5. Your mobile device will now discover your host machine and will display the connection icon on the *My Computers* screen for your use (tap *My Computers*, and then tap the *Nickname* of the connection to connect to and use your host machine).



Tip

Need more details or want to connect manually? See "Reference Information: Advanced Installation and Connection Procedures."

Reference Information: Advanced Installation and Connection Procedures

Refer to the following sections for detailed installation and connection procedures. Note that figures are examples and may vary with device and software versions.

Installing PocketCloud

You can purchase, download, and install the *PocketCloud Pro* application (or download and install *PocketCloud*) from the Android Market using your Android.



Tip

To purchase the *PocketCloud Pro* application from the Android Market you must have a mobile 3G, 4G, or Wi-Fi connection and a *Google Checkout* account (for help with downloading applications and troubleshooting, refer to your device documentation). You cannot download applications to a computer and then move them to the phone, all downloads are to your phone directly.

To install *PocketCloud Pro* directly to your Android:

1. On your Android, tap **Android Market**.
2. Search the Android Market for *Wyse PocketCloud Pro*, tap **Wyse PocketCloud Pro**, and then tap **Install**.
3. Confirm your *Google Checkout* password. Once your purchase is approved, you will have *PocketCloud Pro* installed on your Android.

Connecting PocketCloud to Your Host Machine

Depending on the host machine and connection you want, use the procedures in the following sections:

- "Auto Discovery (Supported on Windows PC - RDP or VNC Only)"
- "Auto Discovery (Supported Mac - VNC Only)"
- "Remote Desktop Connections (Supported on Windows PC - RDP Only)"
- "VMware View (Virtual Machine Only)"
- "VNC (Supported on Windows PC or Mac Only)"

Auto Discovery (Supported on Windows PC - RDP or VNC Only)



Caution

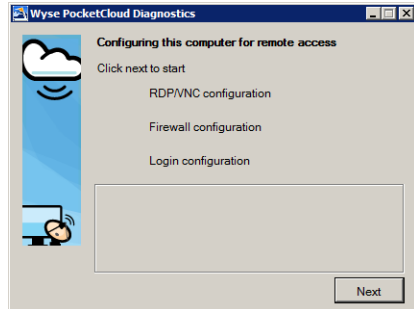
If you will be using VNC connectivity with *Auto Discovery*, be sure you have installed a supported VNC server on the host machine (see "Preparing: Before Installing and Using PocketCloud") and that your VNC server accepts loopback connections (this option is turned off by default on TightVNC and UltraVNC). Secure Tunneling for VNC Auto Discovery is supported on *PocketCloud Pro* only (not *PocketCloud*).

Auto Discovery allows you to connect to your host machine without the need to configure your modem/router.

1. Install *PocketCloud Windows Companion* software on the host machine as described in "Installing PocketCloud Companion."

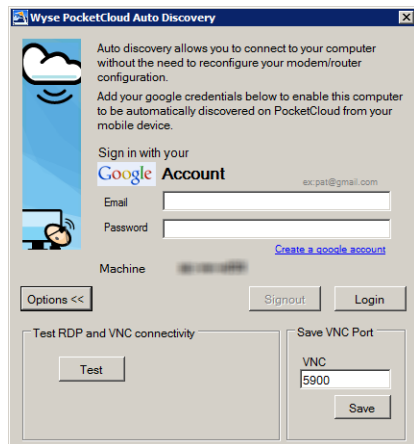
- Right-click the *PocketCloud Windows Companion* icon (in the system tray of a Windows taskbar) and select **Diagnostic** to open the **Wyse PocketCloud Diagnostics** dialog box.

Figure 21 Diagnostics - Windows Host Machine



- Click **Next** to automatically test if the host machine is ready for remote access (including *RDP/VNC*). In addition, *Firewall* and *Login* configurations are diagnosed to be sure that they are configured properly (for example: if the *Firewall configuration* fails on Windows 7, use the firewall information provided in "Enabling Remote Desktop (Windows 7 Example)" to configure the Firewall properly; if the *Login configuration* fails, be sure you are a user with a password that is allowed to connect to the host machine—you exist in the *Remote Desktop Users* list—as described in "Enabling Remote Desktop (Windows XP Professional Example)" and "Enabling Remote Desktop (Windows 7 Example)").
- After the host machine is ready for remote access, right-click the *PocketCloud Windows Companion* icon and select **Auto Discovery Settings** to open the **Wyse PocketCloud Auto Discovery** dialog box.

Figure 22 Auto Discovery - Windows Host Machine



- Enter your *Google Email* address and *Password* and click **Login**. You have now enabled the host machine to be automatically discovered by *PocketCloud* from your mobile device.



Tip

You can use the expanded options to test the RDP and VNC connectivity (click **Test**) and to edit the VNC port to use (if different from the VNC default

5900 - be sure to use the VNC port number you selected when installing the VNC server on your host machine).

6. Using your Android, tap the *Wyse* icon to launch *PocketCloud*.
7. On your initial use, *PocketCloud* allows you to use *Auto Discovery*. Tap **New User** and follow the prompts (be sure to use the same *Google Email* address and *Password* you entered on the host machine to which you want to connect). Your mobile device will now discover your host machine and will display the connection icon on the *My Computers* screen for your use (tap the *Nickname* of the connection to connect to and use your host machine).

**Tip**

If you have different *Google* accounts (*Email* address and *Password*) on different host machines, be sure to use the same *Google Email* address and *Password* you entered on the host machine to which you want to connect.

**Tip**

If you have the same *Google* accounts (*Email* address and *Password*) on additional host machines, your mobile device will automatically display the additional host machines on the *My Computers* screen for your use.

Auto Discovery (Supported Mac - VNC Only)

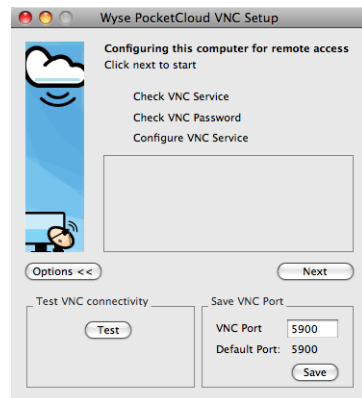
⚠ Caution

Since you will be using VNC connectivity with *Auto Discovery*, be sure that the **Remote Management** check box is enabled (selected) in the *Sharing* dialog box (**System Preferences > Sharing**) on the host machine. While using the *Sharing* dialog box, you can also select the access option you want (either **All users** or **Only these users**) to allow access to your host machine (for details, see your Mac documentation).

Auto Discovery allows you to connect to your host machine without the need to configure your modem/router.

1. Install *PocketCloud Mac Companion* software on the host machine as described in "Installing PocketCloud Companion."
2. Right-click the *PocketCloud Mac Companion* icon (in the menu bar of a Mac) and select **Remote Access (VNC) Setup** to open the **Wyse PocketCloud VNC Setup** dialog box.

Figure 23 VNC Setup - Mac Host Machine



3. Click **Next** to automatically test if the host machine is ready for remote access (including *VNC Service*). In addition, *VNC Service* and *VNC Password* configurations are diagnosed to be sure that they are configured properly (for example: if the *VNC Service configuration* fails, be sure that the **Remote Management** check box is enabled (selected) in the *Sharing* dialog box (**System Preferences > Sharing**) on the host machine; if the *VNC Password* does not exist, you will be prompted to enter a password that you will use to connect to the host machine from your mobile device.

✓ Tip

You can use the expanded options to test VNC connectivity (click **Test**) and to edit the VNC port to use (if different from the VNC default **5900**, use the VNC port number in etc/services; see your Mac documentation).

4. After the host machine is ready for remote access, right-click the *PocketCloud Mac Companion* icon and select **Auto Discovery Settings** to open the **Wyse PocketCloud Auto Discovery** dialog box.

Figure 24 Auto Discovery - Mac Host Machine

5. Enter your *Google Email* address and *Password* (you can also select or clear the **Disable computer sleep** check box) and click **Login**. You have now enabled the host machine to be automatically discovered by *PocketCloud* from your mobile device.
6. Using your Android, tap the *Wyse* icon to launch *PocketCloud*.
7. On your initial use, *PocketCloud* allows you to use *Auto Discovery*. Tap **New User** and follow the prompts (be sure to use the same *Google Email* address and *Password* you entered on the host machine to which you want to connect). Your mobile device will now discover your host machine and will display the connection icon on the *My Computers* screen for your use (tap the *Nickname* of the connection to connect to and use your host machine).

**Tip**

If you have different *Google* accounts (*Email* address and *Password*) on different host machines, be sure to use the same *Google Email* address and *Password* you entered on the host machine to which you want to connect.

**Tip**

If you have the same *Google* accounts (*Email* address and *Password*) on additional host machines, your mobile device will automatically display the additional host machines on the *My Computers* screen for your use.

Remote Desktop Connections (Supported on Windows PC - RDP Only)

⚠ Caution

Be sure your host machine has *Remote Desktop* enabled as described in "Enabling Remote Desktop in Windows." (Remote Desktop is disabled by default in Windows 7).

✓ Tip

(*Remote Connections Only*) If you will be using the 3G/4G network capabilities of your Android, or connecting *remotely* through Wi-Fi (see Figure 1), be sure to enable *Port Forwarding* on your network router as described in "Enabling Port Forwarding on Your Network Router."

⚠ Caution

If you must use a Virtual Private Network (VPN) to access your host machine, you must make that VPN connection *before* connecting *PocketCloud* to your host machine. For information on using VPN, see "Using VPN with PocketCloud."

1. Using your Android, tap the *Wyse* icon to launch *PocketCloud*.
2. On your initial use, *PocketCloud* allows you to skip *Auto Discovery* so you can create your connections manually. Tap the + button to open the *Connection Type* screen, and then tap **RDP** to open the *Connection Settings* screen.

Figure 25 Connection Settings - Remote Desktop Connection

The screenshot shows the 'Connection Settings' screen for a Remote Desktop Connection. The fields are as follows:

- Nickname:** An empty text input field with an orange border.
- Host address:** A text input field with the label 'Required' below it.
- Username:** An empty text input field.
- Password:** An empty text input field.
- Domain:** A text input field with the label 'Optional' below it.
- Resolution:** A dropdown menu currently set to 'Automatic'.
- Keyboard layout:** A dropdown menu currently set to 'English (United States)'.
- Port:** A text input field containing the value '3389'.
- NLA switch:** A toggle switch currently set to 'OFF'.
- Console mode:** A toggle switch currently set to 'OFF'.
- Save:** A button at the bottom of the screen.

3. Use the following guidelines to create a new connection:
 - Tap **Nickname** and enter the nickname (for example, *My Home PC*).
 - Tap **Host address** and enter the host name. This can be either the *IP Address* or *Fully Qualified Domain Name (FQDN)* of the PC. For a remote connection to your

home PC (see *DSL/Cable Router* in Figure 1), use the *External IP Address* of your router (see "Enabling Port Forwarding on Your Network Router").

- Tap **Username** and enter the username required for the connection.
 - Tap **Password** and enter the password required for the connection (it is *not* mandatory to enter the password to save the connection; you can leave this blank; if left blank, you will be prompted for the password by Windows logon later).
 - Tap **Domain** and enter the name of the host machine required for the connection (usually only for corporate network environments that use Active Directory and require a domain name). It is *not* mandatory to enter the domain to save the connection; you can leave this blank; if left blank, you will be prompted for the password by Windows logon later.
 - Tap **Resolution** and enter the resolution to use on the host machine.
 - Tap **Keyboard Layout** and select the keyboard language to use on the host machine.
 - Tap **Port** to edit the port to use (if different from the Microsoft RDP default **3389** - be sure to use the port number you have set up in your host environment - for example, the port number set in your home router as described in "Enabling Port Forwarding on Your Network Router").
 - Turn **NLA switch** *ON* if Network Level Authentication (NLA) is enabled on the host machine (the host machine requires NLA user authentication before you establish a full Remote Desktop connection and the logon screen appears).
 - Turn **Console Mode** *ON* if you want to have your connection use the Windows desktop in native console mode (requires special administrator rights and is useful for drivers and applications that require it to function properly).
 - Tap the **Save** button to save the new connection to the list of available connections on the *My Computers* screen.
4. On the *My Computers* screen, long-press the *Nickname* of the connection to open the *Options* screen.
 5. Tap **Connect** to connect to and use your PC.

Figure 26 Logon screen Windows 7 example



Tip

To disconnect from a connection, tap the *Menu* icon and tap **Disconnect**.

VMware View (Virtual Machine Only)

VMware View is supported on *PocketCloud Pro* only (not *PocketCloud*).



Caution

It is assumed that your virtual machine is accessible. Be sure your host machine has *Remote Desktop* enabled as described in "Enabling Remote Desktop in Windows."



Tip

(*Remote Connections Only*) If you will be using the 3G/4G network capabilities of your Android, or connecting *remotely* through Wi-Fi (see Figure 1), be sure to enable *Port Forwarding* on your network router as described in "Enabling Port Forwarding on Your Network Router."



Caution

If you must use a Virtual Private Network (VPN) to access your host machine, you must make that VPN connection *before* connecting *PocketCloud Pro* to your host machine. For information on using VPN, see "Using VPN with PocketCloud."

1. Using your Android, tap the *Wyse* icon to launch *PocketCloud Pro*.
2. On your initial use, *PocketCloud Pro* allows you to skip *Auto Discovery* so you can create your connections manually. Tap the **+** button to open the *Connection Type* screen, and then tap **VMware View** to open the *Connection Settings* screen.

Figure 27 Connection Settings - VMware View

3. Use the following guidelines to create a new connection:
 - If you are using SSL, ensure that the SSL switch is *ON* (if your VMware View Server is set up to enforce SSL tunneling, then *PocketCloud Pro* will automatically change its method of connectivity and enable tunneling on the Android).
 - Tap **Nickname** and enter the nickname (for example, *My Virtual Machine*).

- Tap **Connection Server** and enter the *VMware View Server* location (either a URL or an IP Address). This can be either the *IP Address* or *Fully Qualified Domain Name* (FQDN) of the connection server.
 - Tap **Username** and enter the username required for the VMware View Server connection.
 - Tap **Password** and enter the password required for the VMware View Server connection (to make the connection, you *must* enter the password, but it is *not* mandatory to enter the password to save the connection).
 - Tap **VMware Domain** and select the *required* domain from the list of domains. If RSA authentication is enabled on the VMware View Server, you must enter the *Passcode* to view the list.
 - Tap **VMware Desktop** and select the *required* desktop from the list of desktops in the domain. If RSA authentication is enabled on the VMware View Server, you must enter the *Passcode* to view the list.
 - Tap **Keyboard Layout** and select the keyboard language to use on the host machine.
 - Tap **Resolution** and enter the resolution to use on the host machine.
 - Tap **Port** to edit the port to use (if different from the Microsoft RDP default **3389** - be sure to use the port number you have set up in your connection server environment).
 - Tap the **Save** button to save the new connection to the list of available connections on the *My Computers* screen.
4. On the *My Computers* screen, long-press the *Nickname* of the connection to open the *Options* screen.
 5. Tap **Connect** to connect to and use your connection broker (for your virtual machine).

**Tip**

To disconnect from a connection, tap the *Menu* icon and tap **Disconnect**.

VNC (Supported on Windows PC or Mac Only)

⚠ Caution

For Windows: To use VNC connectivity, be sure you have installed a supported VNC server on the host machine (see "Preparing: Before Installing and Using PocketCloud").

For Mac: To use VNC connectivity, be sure that the **Remote Management** check box is enabled (selected) in the *Sharing* dialog box (**System Preferences > Sharing**) on the host machine and that you have set a password for this access (in the *Sharing* dialog box, click **Computer Settings**, enable/select the **VNC viewers may control screen with password** check box, enter a password, and then click **OK**). While using the *Sharing* dialog box, you can also select the access option you want (either **All users** or **Only these users**) to allow access to your host machine (for details, see your Mac documentation).

✓ Tip

(Remote Connections Only) If you will be using the 3G/4G network capabilities of your Android, or connecting *remotely* through Wi-Fi (see Figure 1), be sure to enable *Port Forwarding* on your network router as described in "Enabling Port Forwarding on Your Network Router."

⚠ Caution

If you must use a Virtual Private Network (VPN) to access your host machine, you must make that VPN connection *before* connecting *PocketCloud* to your host machine. For information on using VPN, see "Using VPN with PocketCloud."

1. Using your Android, tap the *Wyse* icon to launch *PocketCloud*.
2. On your initial use, *PocketCloud* allows you to skip *Auto Discovery* so you can create your connections manually. Tap the **+** button to open the *Connection Type* screen, and then tap **VNC** to open the *Connection Settings* screen.

Figure 28 Connection Settings - VNC

The screenshot shows a form titled "Connection Settings - VNC". It contains the following fields and controls:

- Nickname:** An empty text input field.
- Host address:** A text input field with a "Required" label above it.
- Password:** A text input field.
- Port:** A text input field containing the value "5900".
- Operating system:** A dropdown menu currently showing "Windows".
- Save:** A button at the bottom of the form.

3. Use the following guidelines to create a new connection:
 - Tap **Nickname** and enter the nickname (for example, *My Home Computer*).
 - Tap **Host address** and enter the host name. This can be either the *IP Address* or *Fully Qualified Domain Name (FQDN)* of the PC or Mac. For a remote connection to

your home PC or Mac (see *DSL/Cable Router* in Figure 1), use the *External IP Address* of your router (see "Enabling Port Forwarding on Your Network Router").

- Tap **Password** and enter the password required for the VNC connection (it is *not* mandatory to enter the password to save the connection; you can leave this blank; if left blank, you will be prompted for the password during logon later).
 - Tap **Port** to edit the port to use (if different from VNC default **5900** - *For Windows*: Use the number you selected when installing the VNC server on your host machine; *For Mac*: Use the VNC port number in `etc/services`; see your Mac documentation).
 - Tap **Operating System** and select the operating system of the host machine (*Windows* or *Mac*).
 - Tap the **Save** button to save the new connection to the list of available connections on the *My Computers* screen.
4. On the *My Computers* screen, long-press the *Nickname* of the connection to open the *Options* screen.
 5. Tap **Connect** to connect to and use your computer.

Reference Information: Standard Features

This section includes:

- "Managing Your Connections"
- "Using the PocketCloud Application Menu"
- "Using the PocketCloud Touch Pointer"
- "Using the PocketCloud Keyboard"
- "Configuring PocketCloud Settings"

Note that figures are examples and may vary with device and software versions.

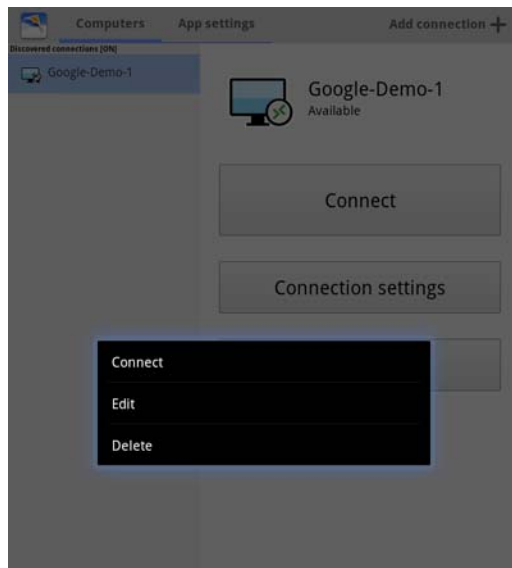
Managing Your Connections

In addition to adding connections (as described in "Connecting PocketCloud to Your Host Machine") you can also edit and delete connections.

Use the following guidelines:

1. Using your Android, tap the *Wyse* icon to launch *PocketCloud*. After the program is loaded, the *My Computers* screen appears showing your list of available connections.
2. On the *My Computers* screen, long-press the *Nickname* of the connection you want to edit or delete to open the *Options* screen.

Figure 29 Connection Options



3. Do one of the following:
 - To edit a connection, tap **Edit**, enter your modifications, and then tap the **Save** button.
 - To delete a connection, tap **Delete**.

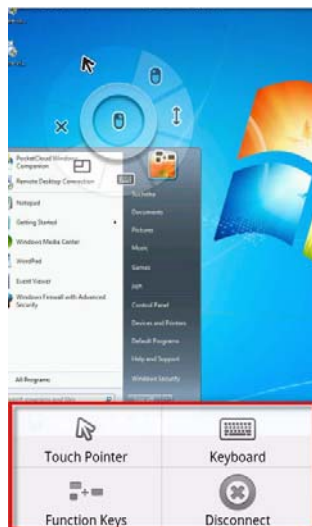
Using the PocketCloud Application Menu

Pressing the *Menu* button on your phone (while using PocketCloud) opens the *PocketCloud Application Menu* displaying the applications available for use (to hide the menu, simply press the *Menu* button again).

The *PocketCloud Application Menu* allows you to:

- Launch the *PocketCloud Touch Pointer* to access the precision pointer and tools available (see "Using the PocketCloud Touch Pointer").
- Launch the *Keyboard* (see "Using the PocketCloud Keyboard").
- Activate the *Function Keys*.
- *Disconnect* from a connection.

Figure 30 PocketCloud Application Menu



Using the PocketCloud Touch Pointer

Tapping **Wyse PocketCloud > Help > Touch Pointer Tips** opens the *Touch Pointer Tips* screen displaying how to use the *PocketCloud Touch Pointer* and the tools available.



Tip

PocketCloud Touch Pointer provides extreme precision when navigating (within your desktop and applications) and frequently used tools on an easily accessible pallet.

Figure 31 PocketCloud Touch Pointer Tips



Use the following guidelines:

- Touch anywhere on *PocketCloud Touch Pointer* and slide your finger to move the precision arrow around for use (you can also “hover” the precision arrow over areas of the GUI to utilize features such as balloon help).
- Tap on the center of *PocketCloud Touch Pointer* to left-click on an item (*tap and continue pressing down* until the center turns blue and the arrow turns white to drag or select multiple items).
- Tap on the center of *PocketCloud Touch Pointer* to display the tools available for use:
 - Tap the *Right-Click* icon to right-click on an item.
 - *Tap and continue pressing down* the *Vertical Scroll* icon *while continuing to scroll up and down* to use the vertical scroll feature (allowing you to “finger scroll” *within* an active window or application without using scroll bars).
 - Tap the *Extra Keys* icon to access the *CTRL+* and *ALT+* key combinations available (for copying, cutting, pasting, undoing, and so on).
 - Tap the *Keyboard* icon to launch the *PocketCloud Keyboard*.
 - Tap the *Zoom toggle* to zoom in and out.
 - Tap on the *X* sign to close *PocketCloud Touch Pointer*.

Using the PocketCloud Keyboard

Tapping the *Keyboard* icon on the *PocketCloud Application Menu* activates the keyboard (along with Function, Ctrl, Win, Alt, and Tab keys on the top of the screen—for function keys, Windows menu, and CTRL+ and ALT+ key combinations).



Tip

If you have installed *PocketCloud Companion* software on your host machine (see "Installing PocketCloud Companion"), you can use the automatic keyboard activation feature. When a text field is tapped in an application you are using, *PocketCloud Companion* notifies *PocketCloud* to display the virtual keyboard. Be sure that the *Keyboard Auto-active* feature is turned on (see "Configuring PocketCloud Settings").

Figure 32 PocketCloud Qwerty Keyboard



Once active, you can use the keyboard as you would normally (including the other standard keyboard buttons available).



Tip

Ctrl, **Win**, and **Alt** will remain on (active) when tapped to allow you to enter key combinations and shortcuts. To turn an active button off, simply tap again.

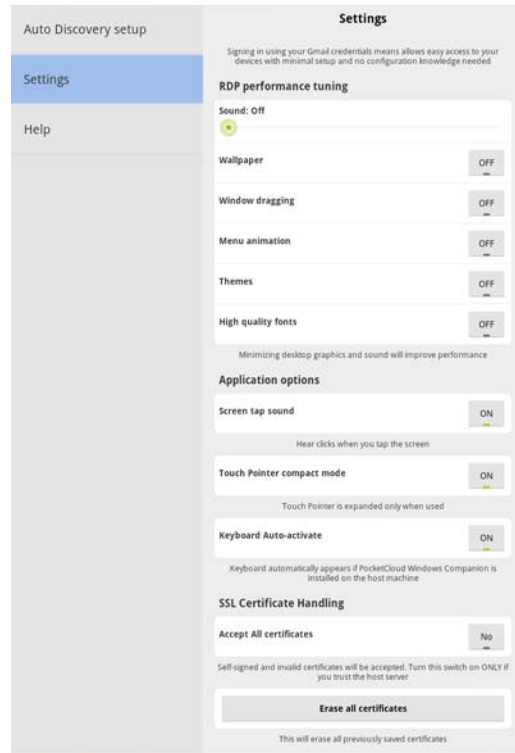
To switch the keyboard display:

- Tap the number button (**.?123**) to display numbers and punctuation symbols (you can tap the **ALT** key in the number screen to display special characters).
- Tap the letter button (**ABC**) to display letters.
- Tap the function key (to the left of *Ctrl*) to display the function keys (to return to letter display, tap the function key again).

Configuring PocketCloud Settings

Tapping **Wyse PocketCloud > PocketCloud Settings** opens the *PocketCloud Settings* screen displaying the PocketCloud settings you can configure.

Figure 33 PocketCloud Settings - Auto Discovery



Use the following guidelines:

- **Auto Discovery** - Set up your Gmail login to use *Auto Discovery* (tap **Auto Discovery**, tap **Log In** and use your *Google Email* address and *Password* to automatically discover your host machine - see "Auto Discovery (Supported on Windows PC - RDP or VNC Only)" and "Auto Discovery (Supported Mac - VNC Only)").
- Use the slider to select the **Sound** quality of either *Off*, *Low Quality*, *High Quality*, *Auto Detect*, or *On Remote Computer* (while *Low Quality* provides lower sound quality, it offers less sound pauses; *High Quality* provides better quality, but requires more bandwidth; *Auto Detect* is recommended as the system will recognize the type of internet connection being used and select the optimal bandwidth automatically).

Caution

Be sure sound is enabled on your host machine (for example, *Mute* is *not* selected). If you experience trouble with sound during a connection, be sure that the sound driver is enabled on your host machine (see your documentation; for example, on a Windows XP Professional connection, use *PocketCloud Touch Pointer* to navigate to **Control Panel > Sounds and Audio Devices** and be sure that the *Default Device* selection on the *Audio* tab is the RDP Sound driver). If you continue to have trouble with sound during a connection, you can try rebooting the host machine.

- Turn **Wallpaper** *ON* or *OFF* (*ON* allows the desktop wallpaper of the host machine to appear during your remote session).
- Turn **Window Dragging** *ON* or *OFF* (*ON* allows the contents of a host machine window to show while dragging the window during your remote session).
- Turn **Menu Animation** *ON* or *OFF* (*ON* allows host machine menu animation special effects settings such as menu unfolding, menu sliding, and so on, to be used during your remote session).
- Turn **Themes** *ON* or *OFF* (*ON* allows host machine Desktop Themes to appear during your remote session).
- Turn **High Quality Fonts** *ON* or *OFF* (*ON* allows you to display host machine high quality fonts for better viewing quality during your remote session).
- Turn **Screen Tap Sound** *ON* or *OFF* (*ON* allows you to hear screen taps).
- Turn **Status Bar** *ON* or *OFF* (*ON* allows you to see the status bar).
- Turn **Touch Pointer Compact Mode** *ON* or *OFF* (*ON* allows the Touch Pointer to stay compact and be expanded only when used).
- Turn **Keyboard Auto-activate** *ON* or *OFF* (if you have installed *PocketCloud Companion* software on your host machine and **Keyboard Auto-activate** is *ON*, *PocketCloud Companion* notifies *PocketCloud* to display the virtual keyboard when a text field is tapped in an application you are using).
- Set **Accept All Certificates** to *Yes* or *No* (*No* does not allow self-signed and invalid certificates to be accepted). **CAUTION:** Set to *Yes* ONLY if you trust the host server.
- **Erase All Certificates** by tapping **Erase All Certificates** and then confirming by tapping **OK** (this security feature erases all of your previously saved certificates). **WARNING:** This will permanently erase all previously saved certificates. To restore a certificate, you must accept and save the certificate again during the associated connection.
- **Erase All Connections** by tapping **Erase All Connections** and then confirming by tapping **OK** (this security feature erases all of your connection configurations). **WARNING:** This will permanently erase all saved connections. To restore a connection you must create the connection as described in "Connecting PocketCloud to Your Host Machine."

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A

How to Install, Use, and Uninstall PocketCloud Companion

Important: Use the information in this appendix *only* if you want to use *Auto Discovery* or the advanced functionality of *PocketCloud Companion* software including:

- Thin-Browser™
 - Server-side Web browsing with iPhone and iPad GUI
 - Support for rich and interactive content such as Flash, Silverlight, and Java
 - ActiveX and add-ons support
- Automatic keyboard activation: When a text field is tapped in an application you are using, *PocketCloud Companion* notifies *PocketCloud* to display the virtual keyboard.



Tip

See "Preparing: Before Installing and Using PocketCloud" for *PocketCloud Companion* host machine requirements.

Installing PocketCloud Companion

1. Download the *PocketCloud Companion* software you need for your operating system and run the installation wizard. Go to <http://www.wyse.com/serviceandsupport/support/downloads.asp>, select **Wyse PocketCloud** in the *Product Downloads Active* list, click **Search**, and then do one of the following:
 - **For Windows:** Download the *PocketCloud Windows Companion* software to a folder in the C: drive on the host machine, and then double-click the .exe file to run the installation wizard.
 - **For Mac:** Download the *PocketCloud Mac Companion* software to your *Downloads* folder on the host machine, click the .dmg file, and then double-click the .mpkg file to run the installation wizard.
2. Follow the instructions in the installation wizard to install the *PocketCloud Companion* software on the host machine. The installation wizard will automatically assess what components you need to install and guide you through the process.
3. After the installation is complete, the software is automatically enabled.

Using the PocketCloud Companion Menu Options

Depending on your operating system, open and use the PocketCloud Companion menu as follows:

- **For Windows:** Right-click the *PocketCloud Windows Companion* icon in the system tray of the taskbar to use:
 - *Auto Discovery Settings* (set or edit your auto discovery settings)
 - *Diagnostics* (test if the host machine is ready for remote access)
 - *Check for Updates*
 - *Help*
 - *Exit*
- **For Mac:** Click the *PocketCloud Mac Companion* icon in the menu bar to open and use:
 - *Auto Discovery Settings* (set or edit your auto discovery settings)
 - *Remote Access (VNC) Setup* (test if the host machine is ready for remote access)
 - *Check for Updates*
 - *Uninstall PocketCloud* (see "Uninstalling PocketCloud Companion")
 - *Help*
 - *Signout*
 - *Quit PocketCloud*

Important: Exiting or quitting *PocketCloud Companion* ONLY stops the companion software features from running. You can continue to use *PocketCloud* to connect to your host machine as you normally would. If you stop the companion software from running, you can start the companion software again.

For Windows: Click **Start > Programs > Wyse > Wyse PocketCloud Windows Companion**.

For Mac: Double-click **Wyse PocetCloud.app** in your *Applications* folder.

Uninstalling PocketCloud Companion

Depending on your operating system, uninstall *PocketCloud Companion* as follows:

- **For Windows:** Use the Microsoft remove program feature (such as *Add and Remove Programs* or *Programs and Features*).
- **For Mac:** Click the *PocketCloud Mac Companion* icon in the menu bar and select **Uninstall PocketCloud**.

B

Reference Information: Examples and Details

This appendix includes:

- "Examples of Connection Requirements"
- "Enabling Remote Desktop in Windows"
- "Enabling Port Forwarding on Your Network Router"
- "Using VPN with PocketCloud"

Examples of Connection Requirements

CAUTION: Wi-Fi and 3G/4G cannot be used for your host-machine connection at the same time. If the Wi-Fi *and* 3G/4G options are both enabled on your device, *Wi-Fi* connections will take precedence over 3G/4G connections if you are logged on to a nearby Wi-Fi. You can determine which option you are using during a connection by noticing whether the *Wi-Fi* icon or the 3G/4G icon at the top of your screen is active. You can then troubleshoot which requirements are needed for your host-machine connection. You can shut off Wi-Fi or 3G/4G options as needed to force the use of the connection option you want (see your device documentation).

Use the following guidelines:

- **Connections (3G/4G or Wi-Fi) from “outside your work” to your “work host machine/virtual machine” require:**
 - VPN (see "Using VPN with PocketCloud")
 - IP Address of your work host machine or virtual machine
 - Remote Desktop or VNC enabled on your work host machine/virtual machine (see "Enabling Remote Desktop in Windows")



Tip

VPN is *not required* if you are “inside your work” using company Wi-Fi.

- **Connections (3G/4G or Wi-Fi) from “outside your home” to your “home host machine/virtual machine” require:**
 - Port Forwarding enabled on your home router (see "Enabling Port Forwarding on Your Network Router")
 - External facing IP Address of your home router (see "Enabling Port Forwarding on Your Network Router")
 - Remote Desktop or VNC enabled on your home host machine/virtual machine (see "Enabling Remote Desktop in Windows")



Tip

The External facing IP Address of your home router is *not required* if you are “inside your home” using your home Wi-Fi.

Enabling Remote Desktop in Windows

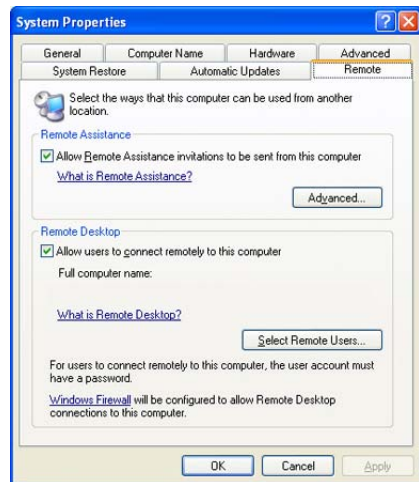
Depending on your Windows OS use the following examples:

- "Enabling Remote Desktop (Windows XP Professional Example)"
- "Enabling Remote Desktop (Windows 7 Example)"

Enabling Remote Desktop (Windows XP Professional Example)

1. Logon to your host machine as an administrator.
2. Click **Start**, click **Control Panel**, and then double-click **System** to open the **System Properties** dialog box.

Figure 34 Windows XP Professional System Properties example - Remote tab



3. Click the **Remote** tab and select the **Allow users to connect remotely to this computer** check box.
4. Click **Select Remote Users** to open the **Remote Desktop Users** dialog box and note the Username (allowed to access the host machine) you will use when configuring your iPhone, iPod touch, iPad, or Android to access the host machine with *PocketCloud*.



Caution

You must ensure that the **Username** you will use when configuring your

- **iPhone, iPod touch, or iPad** (entered during your *Connection Settings* screen configurations as described in "Connecting PocketCloud to Your Host Machine")

or

- **Android** (entered during your *New Computer* screen configurations as described in "Connecting PocketCloud to Your Host Machine")

to access the host machine with *PocketCloud*, is the same Username that is allowed to access the host machine. If another user (for example, ASPNET) intends to access the host machine using *PocketCloud* on their iPhone, iPod touch, iPad, or Android, then the Username for that user (for example, ASPNET) must also exist or be added to the *Remote Desktop Users* list for

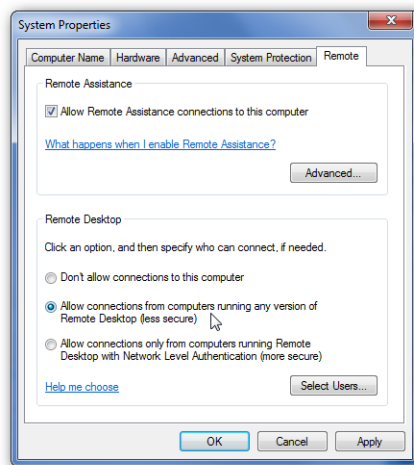
that host machine (on the *Remote* tab, click **Select Remote Users**, click **Add**, enter the Username, click **OK**, view the Username in the *Remote Desktop Users* list, and then click **OK**). For users to connect remotely to the host machine, the user account must have a password.

5. After noting the *Username* allowed to access the host machine (and any additional users added), click **OK** to close the **Remote Desktop Users** dialog box.
6. On the **System Properties** dialog box, click **OK** to close the dialog box.
7. Close *Control Panel*.
8. Leave the host machine running, locked, and connected to your home or corporate network with Internet access.

Enabling Remote Desktop (Windows 7 Example)

1. Logon to your host machine as an administrator.
2. Click **Start**, right-click **Computer**, select **Properties** to open the **System** dialog box, and then click the **Remote Settings** link to open the **System Properties** dialog box.

Figure 35 Windows 7 System Properties example - Remote tab



3. Click the **Remote** tab and select the **Allow connections from computers running any version of Remote Desktop (less secure)** option (NLA is not supported).
4. Click **Select Users** to open the **Remote Desktop Users** dialog box and note the Username (allowed to access the host machine) you will use when configuring your iPhone, iPod touch, iPad, or Android to access the host machine with *PocketCloud*.



Caution

You must ensure that the **Username** you will use when configuring your

- **iPhone, iPod touch, or iPad** (entered during your *Connection Settings* screen configurations as described in "Connecting PocketCloud to Your Host Machine")

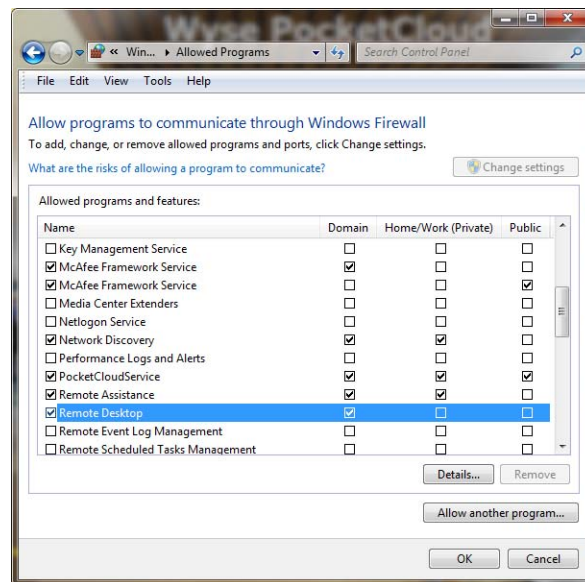
or

- **Android** (entered during your *New Computer* screen configurations as described in "Connecting PocketCloud to Your Host Machine")

to access the host machine with *PocketCloud*, is the same Username that is allowed to access the host machine. If another user (for example, ASPNET) intends to access the host machine using *PocketCloud* on their iPhone, iPod touch, iPad, or Android, then the Username for that user (for example, ASPNET) must also exist or be added to the *Remote Desktop Users* list for that host machine (on the *Remote* tab, click **Select Users**, click **Add**, enter the Username, click **OK**, view the Username in the *Remote Desktop Users* list, and then click **OK**). For users to connect remotely to the host machine, the user account must have a password.

5. After noting the *Username* allowed to access the host machine (and any additional users added), click **OK** to close the **Remote Desktop Users** dialog box.
6. On the **System Properties** dialog box, click **OK** to close the dialog box.
7. Close the **System** dialog box.
8. Click **Start > Control Panel > Windows Firewall** to open the **Windows Firewall** dialog box, and then click the **Allow a program or feature through Windows Firewall** link to open the **Allowed Programs** dialog box.

Figure 36 Allowed Programs



9. Select the **Remote Desktop** check box (the current network type is selected by default, however, you can select the additional options you want: *Domain*, *Home/Work (Private)*, and *Public*), and then click **OK**.
10. Close all dialog boxes.
11. Leave the host machine running, locked, and connected to your home or corporate network with Internet access.

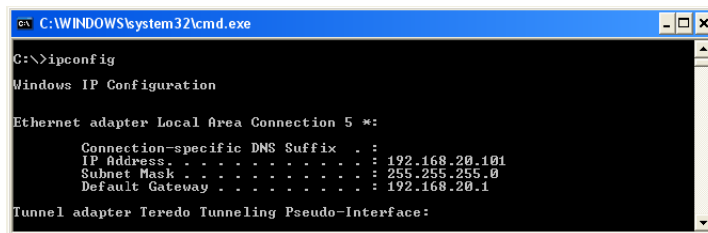
Enabling Port Forwarding on Your Network Router

Important: Complete the procedures in this section *only* if you will be using the 3G/4G network capabilities of your iPhone, iPad, or Android, or connecting *remotely* (from “outside your home”) through Wi-Fi (for example, a “Wi-Fi Hot Spot” - see Figure 1). This is only required if you are creating manual connections (not required when using Auto Discovery).

Use the following guidelines:

1. Logon to your router from your Web browser using the *default* IP address. If you do not know the IP address of the router, go to **Start > Run**, type **cmd**, click **OK** to open a *Command Prompt* window, type **ipconfig**, press **Enter**, and then note the following:
 - The address for the router is the *Default Gateway* address.
 - The address for the host machine is the *IP Address* (for Windows Vista or Windows 7, use the *IPv4 Address*).

Figure 37 Command window



```
C:\WINDOWS\system32\cmd.exe
C:\>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection 5 *:

    Connection-specific DNS Suffix  . : 
    IP Address . . . . . : 192.168.20.101
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.20.1

Tunnel adapter Teredo Tunneling Pseudo-Interface:
```

2. Type the *Default Gateway* address into your Web browser and logon to your router using the correct username and password (for default credentials, refer your router documentation).
3. Browse your router configurations for the *Port Forwarding* feature, and then use the information from the command window to create an RDP option to enable and use for *Port Forwarding*. You may need to refer to your router documentation for information on how to use the *Port Forwarding* feature, however, you can refer to the following examples ("Example: Configuring a Netgear Router" and "Example: Configuring a D-Link Router") to configure the option.
4. After successfully enabling *Port Forwarding* on your home network router, obtain the *External IP Address* of your router (also referred to as the *WAN IP Address*) to use when configuring connections on your
 - **iPhone, iPod touch, or iPad** (as described in "Connecting PocketCloud to Your Host Machine")
 - or**
 - **Android** (as described in "Connecting PocketCloud to Your Host Machine").



Tip

Most routers have an option for *Router Status*. The *External IP Address/WAN IP Address* is normally displayed in this window. Other options include using your Web browser to connect to an IP lookup service (some popular services include:

<http://www.ipaddressworld.com> and <http://ipinfo.info/index.php>).

Example: Configuring a Netgear Router

Use the following guidelines:



Tip

Typically on a Netgear router RDP service is not defined.

1. On the *Port Forwarding/Port Triggering* page, click the **Port Forwarding** option.

Figure 38 Port Forwarding/Port Triggering page

2. Click **Add Custom Service** to open the *Ports - Custom Services* page.

Figure 39 Ports - Custom Services page

3. Enter **RDP** as the *Service Name*.
4. Select **TCP/UDP** as the *Service Type*.
5. Enter **3389** as the *Starting Port*.
6. Enter **3389** as the *Ending Port*.
7. Enter the *IP Address of your host machine* (as described in "Enabling Port Forwarding on Your Network Router") as the *Server IP Address*.
8. Click **Apply** to save the configurations and return to the *Port Forwarding/Port Triggering* page.

Figure 40 Port Forwarding/Port Triggering page - with RDP configurations

NETGEAR SMARTWIZARD configuration assistant
RangeMax™ Next Wireless-N Gigabit Router model WNK3500

Port Forwarding / Port Triggering

Please select the service type

Port Forwarding
 Port Triggering

Service Name: Age-of-Empire
Server IP Address: 192.168.20.110

#	Service Name	Start Port	End Port	Server IP Address
1	RDP	3389	3389	192.168.20.110

Edit Service Delete Service
Add Custom Service

9. Select and use the *RDP* option you created.

Example: Configuring a D-Link Router

Use the following guidelines:

1. On the *Port Forwarding* page, click the check box for the first option in the *Port Forwarding Rules* area.

Figure 41 Port Forwarding page - with RDP configurations

D-Link

EBR-2310

SETUP ADVANCED TOOLS STATUS SUPPORT

PORT FORWARDING

This option is used to open multiple ports or a range of ports in your router and redirect data through those ports to a single PC on your network. This feature allows you to enter ports in various formats including: Port Ranges (200-350), Individual Ports (80, 888), or Mixed (200-3000, 889).

Save Settings Don't save settings

PORT FORWARDING RULES

Name	IP Address	Application Name	Ports to Open	Schedule
<input checked="" type="checkbox"/> RDP	192.168.0.108	RDP	TCP 3389	Always
<input type="checkbox"/>			UDP 3389	
<input type="checkbox"/>			TCP	Schedule
<input type="checkbox"/>			UDP	Always
<input type="checkbox"/>			TCP	Schedule
<input type="checkbox"/>			UDP	Always

Helpful hints...
Check the Application Name drop-down menu for a list of predefined applications. If you select one of the predefined applications, click the arrow button next to the drop-down menu to fill out the corresponding field.
You can select a computer from the list of DHCP clients in the Computer Name drop-down menu, or you can manually enter the IP address of the LAN computer to which you would like to open the specified port.
Select a schedule for when the rule will be enabled. If you do not use the schedule you need in the list of schedules, go to the Tools > Schedules screen and create a new schedule.

2. Enter **RDP** as the *Name*.
3. Enter the *IP Address of your host machine* (as described in "Enabling Port Forwarding on Your Network Router") as the *IP Address*.
4. Enter **3389** as the *TCP*.
5. Enter **3389** as the *UDP*.
6. Click **Save Settings** to save the configurations.

Using VPN with PocketCloud

Your work organization may use a Virtual Private Network (VPN) to provide access to the “business” network (work resources) from devices (your laptop, iPhone, iPod touch, iPad, Android, and so on) outside that network. To connect your iPhone, iPod touch, iPad, or Android to a VPN, you must know specific information about how to connect and the various settings you have to enter to be able to connect. You must obtain this information from your network administrator. After you have that information, you can configure your iPhone, iPod touch, iPad, or Android to connect to the VPN as described in your iPhone, iPod touch, iPad, or Android documentation.

**Tip**

After configuring your VPN connection, be sure to turn VPN on according to your device documentation (for example, for iPhone, tap **Settings** and turn *VPN ON*) *before* attempting to use it.

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Users Guide

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